Applications for voice biometrics

In recent years, voice biometrics has been gaining traction because of its robust, fraud mitigation characteristics. However, its scalability and user-experience benefits, compared to other biometrics technologies, have resulted in an uplift in adoption across a broader range of applications.
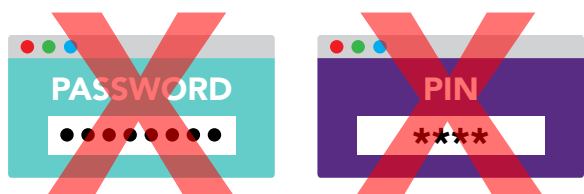
Contact centres

↓ **2/3**
On ID&V handling times

- Eliminates tedious security questions
- Improves agent UX and CX
- Reduces the cost to serve

Fraud prevention

PASSWORD ✗
PIN ✗✗✗✗ ✗

A higher degree of security than traditional methods

- Requires no additional hardware
- Simplifies implementation
- Delivers robust verification & authentication

Workforce management

Real-time monitoring & visibility

- Improves management of resource
- Unburdens infrastructure & staff
- Reduces personnel absenteeism

Financial services

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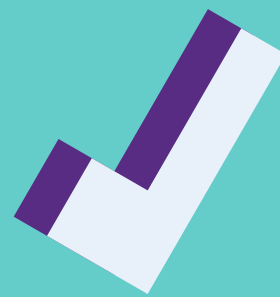Autorizzato
Autorisiert
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Speed up authorisations, no matter where you work

- Process thousands of verifications every day
- Legally binding method of underwriting
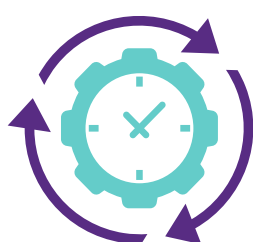- Compliant to all industry standards

Healthcare services

Real-time monitoring & visibility

- Prevents unauthorised access to patient data
- Mitigates medical identity theft
- Frees up surgery staff for critical engagements

Public services

Improve back office efficiency

- Provides proof of life
- Confirms presence & identity
- Supports automated checks & access control

Compared with other biometrics technologies, voice has a number of advantages. For example, it doesn't rely upon the presence of additional hardware, making it suitable for remote site applications. It is also simple to use, resulting in a high level of user acceptance. As the technology matures, the applications of voice biometrics will only continue to grow.